

Department of Workforce Services

Mission and philosophy

The vision of the Department of Workforce Services is to link human and economic development for Wyoming's future.

The Department of Workforce Services will deliver comprehensive and effective services that build a workforce and promote economic development to meet the changing demands of Wyoming's diverse businesses, residents and economy.

Results of outcomes

The Department of Workforce Services provides employment and training related services to our customers statewide through our Workforce Centers and Vocational Rehabilitation locations and also through technology via the web based Wyoming Job Network System (WJN). Our customers include job seekers, employers and customers seeking training. The services offered by the DWS range from self-service options for customers seeking work via the internet 24 hours per day from their home without coming to an office, to intensive and training services provided by counselors and career advisors working one on one with customers.

DWS continues the process of building a new department that focuses on workforce development, supports economic development and integrates employment and training related programs. Programs and staff have been realigned along functional lines rather than program funding silos.

Supervision of the Workforce Centers has been brought directly under the deputy director to increase focus on customer services in the field. A Quality Assurance Division has been established to maximize the effectiveness of the efforts and resources of the agency staff and programs. A Business, Training and Outreach Division was established to provide support and oversight to the programs that are operated from Cheyenne rather than in the Workforce Centers. An Employment Services Division was established to provide state-level program and policy support for the programs offered through the Workforce Centers. The Division of Vocational Rehabilitation continues to focus on providing services and meeting the needs of individuals with disabilities. The Administration and Support Division provides agency-wide support in fiscal, human resources and information technology. This restructuring was accomplished through more effectively utilizing existing staff.

General information

Kathy C. Emmons, director

Agency contact

Tamala Plunkett

Herschler Building, 2nd Floor East
Cheyenne, WY 82001
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307/777-7118

Other locations

Cheyenne DWS Administrative offices
Herschler Building, 2nd Floor East
Cheyenne, WY 82001

Cheyenne DVR Administrative offices
Herschler Building, 1st Floor East
Cheyenne, WY 82001

Casper Administrative office
100 West Midwest St.
Casper, WY 82601

Statewide locations

Year established

2002

Statutory references

HEA 47-HB101

Authorized personnel

Organization structure

Employment Services, Administration and Support Division, Fiscal Unit, Human Resources Unit, IT Unit, Facilities support, Business Training and Outreach Division, Senior Employment Unit, Adult Basic Education/GED Unit, Workforce Development Training Fund, TANF/ETSS Unit, Communication Unit, Employer Services, Quality Assurance Division, Program review and continuous improvement activities, Division of Vocational Rehabilitation, General Rehabilitation programs, Disability Determination program, Telephone Relay program and services

Executive Section

The Workforce Centers have been combined into regions and are located as follows:

Northwest region: Cody, Riverton, Worland Satellite, Lander Satellite

West region: Evanston, Jackson, Rock Springs, Kemmerer and Afton Satellites

Central region: Casper, Rawlins, Douglas Satellite

North central region: Sheridan

Northeast region: Gillette, Newcastle

Southeast region: Cheyenne, Laramie, Torrington, Wheatland Satellite

The director and staff of the executive section provide leadership and oversight of all programs, staff, activities and responsibilities of the Department of Workforce Services. The unit also provides support to the Wyoming Workforce Development Council, the Wyoming Youth Workforce Council and other councils. The deputy director has assumed supervision of the Workforce Centers through the regional managers.

The regional managers are responsible for the provision of services in the six regions. The primary programs for which the regions are responsible include: job placement, which operates a public labor exchange program that matches job seekers, including Veterans and individuals with disabilities, with available job openings; training which operates informed customer-choice opportunities for specific training which enhances employability skills; business outreach to determine business needs in terms of filling vacancies with a skilled workforce; other federally funded employment programs including veterans programs, alien labor certification, H2A housing inspections, services to migrant workers, and Work Opportunity Tax Credits.

Training services assist eligible persons to gain skills that will place them in employment, and in some cases, better paying employment than they currently enjoy. These functions have special additional services to veterans, persons with specific barriers to employment, and various other identified groups with special needs.

Wyoming's WIA training programs, ABE program and Carl Perkins program were recognized nationally for their achievement in outstanding performance. DWS administers the WIA training programs and ABE programs. (See chart on next page).

TANF POWER Work program

This program is a part of the pay-after-performance system for low-income households with dependent children. The program provides employment directed services to participants who must engage in an employment-related activity. The POWER Work Program supports families and individuals in achieving their goals of self-sufficiency and self-responsibility through a combination of employment, child support and other appropriate resources.

Clients served

The customers served by DWS include:

Wyoming residents; job seekers, individuals seeking job training, individuals with disabilities that are a barrier to employment, individuals seeking adult basic education, veterans, youth, senior workers and individuals receiving public assistance with work requirements; Wyoming businesses; employers seeking employees, businesses seeking trained workers, businesses seeking funds for training, businesses providing work opportunities to training participants and businesses seeking tax credits for hiring eligible individuals; additional customers; partner agencies with customers in common, economic development entities, educational entities, training providers and federal agencies.

Budget information

Funds available for the year

General Funds	\$3,651,103
Federal Funds	\$28,898,442
Special Rev. Funds	\$2,710,187
Agency Funds	\$772,259
Enterprise Funds	\$147,355
Total	\$36,179,346

Placements and Clients Served:	FY2002 (DWS's initial year of operations)
Individuals Registered	68,672
Veterans	6,988
Unemployment Insurance Claimants	19,497
Individuals Placed	14,861
Veterans	2,268
Unemployment Insurance Claimants	4,051
Business Services:	
Job Openings Received	25,067
Work Opportunity Tax Credit applications	1,708
Training and additional services Clients Served:	
Adults	597
Youth	960
Dislocated Workers	263
TAA	69

While the department currently contracts with a private contractor to provide case management activities, these duties will be moved in-house by July 1, 2004. Case managers engage clients in activities such as employability assessment and planning, job readiness training including decision making, personal budgeting, time management, job maintenance and other activities which lead to successful self-sufficient employment. Close communication is required between the DWS case manager and DFS Benefit Specialists to meet the federally required work participation rates. Failure to meet the participation rate would result in a loss of federal TANF funding. Wyoming has met the required rate and has also received a high performance bonus of \$1,089,072.00 for FFY01 and \$1,089,072.00 for FFY02. The high performance bonus is based on job entry rate, employment retention rate and earnings gain rate. Other key partnering programs include Adult Basic Education and coordination with community colleges.

Population Served: Low income households with dependent children.

Number Served: The average number of POWER recipients served per month in FY02 was 1,734 representing 477 cases. The POWER Work Program served an average of 78 mandatory individuals per month in FY02. This program has a mission of developing skills for successful transition to self-sufficiency during the period they receive assistance from TANF POWER from the Department of Family Services.

Food Stamp Employment and Training Program

The purpose of the Food Stamp Program is to boost the nutrition of low-income individuals and families by increasing their ability to buy food products. In FY02 the value of the Food Stamp benefits brought \$21,215,629.00 into the Wyoming economy due to the sales through local grocery stores of food products, including those produced in Wyoming. Food Stamp benefits are distributed through the electronic benefit transfer process.

The Food Stamp Act of 1977, as amended requires states to operate a Food Stamp Employment and Training Program (E and T). The E and T program is required for clients as a condition of eligibility to receive Food Stamp Benefits. The purpose of the E and T program is to provide recipients with the skills and opportunity to obtain and maintain employment and to increase earnings. The program provides clients with job seeking, interviewing, resume writing and job retention skills in a group setting, along with providing job leads. The E and T program served 1,810 clients in 2002.

The program operates in Laramie, Park, Sweetwater, Sheridan, Converse and Natrona counties, training slots from the private sector are contracted, which provides the employment, directed services and training. Active E and T job seekers are reimbursed \$15 per month for costs related to employment directed activities. In FY01, 12 percent or 213 of the 1,810 job seekers participating in E and T reported having become employed. This program will be coordinated in tandem with other appropriate DWS services. Federal Food Stamp E and T 100 percent funding for FFY03 was \$117,765.00 and for FFY04 will be \$137,839.00; it is anticipated that funding for future FFY's will remain relatively consistent.

Population Served: Food Stamp-eligible clients and food retailers statewide. Food Stamp Employment and Training (E and T) applicants and recipients in Laramie, Park, Sweetwater, Sheridan, Converse and Natrona counties

Number Served: Comparison of Average Number of Food Stamp Cases and Recipients by Fiscal Year.

Year	Cases	Recipients
1999	9380	24,944
2000	8933	22,845
2001	9098	22,533
2002*	9,350	22,964

*the E and T portion of the Program transferred from DFS to DWS, same contractor retained.

Employment Services Division

The Employment Services Division provides the state level program administration necessary to effectively operate the array of federal programs that are provided in the Workforce Centers. The

duties of the Employment Services Division include ensuring the funding and reporting requirements are met for all programs, developing and implementing policies for successful delivery of program services, and oversight of programs for program compliance. Integration planning for service enhancement and the leveraging of resources continues as DWS evaluates opportunities for closer cooperation among programs and partners. In addition to providing program and policy services, the Employment Services Division provides supervision to the Community Services program.

Community Services

Wyoming Commission for National and Community Service
Statutory Authority: National and Community Service Trust Act of 1993 (U.S.C. Title 42, Chapter 129) and State of Wyoming Executive Order 1994-2, as re-authorized by Wyoming Executive Order 1996-1.

The Community Services program is currently in the Employment org, (0150). A contract employee is performing the Commission functions of executive director and PDT Coordinator.

The executive director function is to oversee all administrative and operational activities of the Commission and act as liaison between the commissioners, the Department of Workforce Service and the Corporation for National and Community Service. The PDT Coordinator function is to provide training support to AmeriCorps and other national service programs in the state, publish a quarterly newsletter, maintain a lending library, and provide help desk support for the Web-Based Reporting System and the eGrants systems.

Currently, the commission is in the process of forming a non-profit organization that would assume the responsibilities of this office and staff. If that process is completed, the functions of the commission will be transferred, no state positions would be affected. The office will be eliminated from DWS and will be moved to a new office in Casper.

Administration and Support Division

The Fiscal unit is a part of the Administration and Support Division. The fiscal unit is responsible for providing accurate and timely accounting support to the staff and programs of DWS. In addition to supporting the procurement of goods and services, and processing the payment of all expenses of the agency, the fiscal unit completes the state and federal fiscal documents such as federal grant requests and reports, monitors and processes the cash management activities of the agency, develops and tracks the indirect cost recovery plan, reports, cash draw down documents. To meet the federal and state requirements, these activities require coordinating the input and processing of data on several computer applications,

including the Wyoming Rehabilitation and Employment system (WYRES), the Wyoming Job Network system(WJN), the Federal Accounting and Reporting system(FARS) and the Wyoming Online Financial system(WOLFS) to generate the required payments and accounting data.

DWS is focusing on providing services effectively to our customers in a manner that overcomes program-funding silos. This commitment is reflected in the DWS organization structure, which is based on function rather than funding. However, the accounting processes must still accurately track expenses and revenue and allocate charges in this integrated operational environment.

The fiscal unit includes staff in the Cheyenne administrative office, with supervision of the fiscal staff in the Casper administrative office and close cooperation with the fiscal staff in DVR. The Administration and Support Division Administrator acts as the Chief Financial Officer.

The Human Resources unit is a part of the Administration and Support Division. As a strategic partner with the DWS, they develop and deliver innovative human resource programs and services designed to support the mission of the agency. The HR unit's core services and competencies include recruitment and staffing, employee relations, organizational and employee development, compensation and benefits, payroll, HR information management, Equal Employment Opportunity activities and regulatory compliance.

Providing professional development opportunities to the staff of the new department is an important focus of the Human Resources unit.

The Information Technology group is part of the Administration and Support Division. The IT unit contains the IT Manager, IT staff located in Casper and technical oversight of IT staff located in Cheyenne with the Division of Vocational Rehabilitation.

The IT Manager is responsible for the agency technology resources and meeting technology needs. The IT Manager provides the administrative and strategic oversight necessary for staff to support an agency wide technology environment including eighteen Vocational Rehabilitation offices and nineteen Workforce Centers, the Cheyenne Administrative office and the Casper Administrative office. The DWS IT scope includes client-server applications, web-based applications, help desk activities, maintaining and developing new applications and maintaining system and data security.

The IT Manager coordinates with the IT staff of the Department of Employment for hosting DWS on the DOE infrastructure from Casper. This hosting arrangement allows DWS and DOE to leverage IT resources for the benefit of both agencies to maximize the resources of both agencies.

Business Training and Outreach Division

The Business, Training and Outreach (BTO) Division was formed in 2003 to coordinate the effectiveness of programs coming to DWS from our partner agencies. Programs included in the BTO Division are Senior Employment, TANF ETSS, ABE/GED and the Workforce Development Training Fund.

The Communication Unit contains the budget for one position. This position is responsible for the internal and external communications of the agency. DWS is committed to cooperation and partnerships with other state agencies, statewide partners and the employer community. A valuable tool in building and enhancing those partnerships is effective communication. DWS has a commitment to our customers to inform them of the programs and services DWS provides to meet their employment and training needs. In addition, a focus on effective internal communication provides the information necessary to fully inform and educate our staff as we move to integrate our programs within the new agency.

The Adult Basic Education/GED Program strives to provide high quality adult basic education and English as a second language education to the citizens of Wyoming. The Adult Basic Education includes the Program Manager position. Adult Basic Education services are provided throughout the state in partnership with the community colleges.

The General Educational Development (GED) Program ensures high quality secure GED testing to adults who wish to earn high school equivalent credentials. The Department ensures that national standards are met through annual test site monitoring and appointment of GED examiners.

From July 1, 2002 to June 30, 2003, approximately 1,247 adults earned GED certificates in the state. The number of new certificates earned increases by 40 or 50 each year. Wyoming is the only state that does not charge a fee to issue certificates and transcripts. Wyoming's ABE and GED programs work well together and the average pass rate is 91 percent, considerably higher than the national average of 72 percent.

The General Educational Development testing service requires each GED examiner, approximately 60 throughout the state, attend mandatory test security training each year. The state GED Program Manager must attend at least one national training conference each year. GEDTS also mandates that each Test Center be monitored once per year.

The Senior Employment program staff currently includes one full-time position, responsible for planning and execution of the program. This position is also responsible for writing special grants for the department.

The mission of the Senior Employment program is to deliver comprehensive and effective services that will train a low-income older adult

workforce to meet the changing demands of Wyoming's diverse business and economy. The goal is to provide a flexible and responsive continuum of services that enables low-income older adult workers with poor employment prospects the skills to age-in-place with maximum dignity and independence.

The objective is to provide a program to advocate on behalf of low-income persons, 55 years of age or older, by developing opportunities to expand options in the areas of training and employment. We provide useful community services and foster individual economic self-sufficiency to low income older adults through training and job placement in unsubsidized employment.

DWS receives funding for 67 yearly employment slots. Approximately 196 low-income older adults, aged 55 or older, received assistance with subsidized employment and training in non-profit organizations and government agencies. Over 30 of these trained individuals received job placement in unsubsidized employment.

U.S. Department of Labor recognized DWS' Senior Employment programs as third in the nation in placing low-income older adults in unsubsidized employment in 2000. This program has been consistently in the top five in the nation in the last decade. The unsubsidized job placement goal set by USDOL for Wyoming is 20 percent, or 13 unsubsidized placements. For PY 2003, DWS unsubsidized placement was 45 percent, or 30 older adults. Wyoming Senior Citizens, Inc. of Riverton, WY is the DWS state contractor and partner.

The TANF Employment and Training for Self-Sufficiency (ETSS) program through our partnership with DFS provides funding for projects throughout the state. The DWS closely works with DFS to promote and seek to accomplish the four purposes of the TANF program in Wyoming. These purposes are to: provide assistance to needy families so that children may be cared for in their own home or in the homes of relatives; end the dependence of needy parents on government benefits by promoting job preparation, work and marriage; prevent and reduce out-of-wedlock pregnancies; encourage the formation and maintenance of two parent families.

DWS provides the administration of TANF ETSS funds for a variety of purposes which can be sorted into four broad categories: youth programs, adult basic education, vocational training and case management. DWS contracts with providers for these services and monitors the programs to assure quality performance. Performance standards were negotiated separately with each provider and vary from provider to provider.

Through TANF ETSS funds, DWS is able to provide needy families with access to basic education, workforce preparedness and supportive services. Through these services, families are able to enter the workforce or enhance their ability to advance to self-sufficiency and economic security. DWS also provides technical assistance and seeks to build partnerships

that accomplish the purposes of the program.

The Workforce Development Training Fund (WDTF) was created to provide funding to Employers to allow them to enhance employment opportunities and to meet the training needs of new and existing industries in the state. The Department of Workforce Services recognizes that an educated, skilled workforce is vital for the economic growth of the State of Wyoming. The WDTF effectively supports the agency's mission to deliver comprehensive and effective services that build a workforce to meet the changing demands of Wyoming's diverse businesses, residents and economy.

The grants to Employers are categorized with specific criteria.

W.S. 9-2-2604 (c) Section 2 – Business Training Grants provide funds to employers who are creating new jobs in Wyoming and need to train workers or to employers who need to retrain workers due to technological changes, specialized training needs, etc.

Business Training Grants - In FY03, 575 contracts were written awarding a total of \$ 2,806,509 to train 2,593 employees. Employers who have benefited from the fund represent diverse occupations. FY03 usage of these funds increased over the FY02 usage by 33 percent for the number of contracts written, 34 percent for the total dollars spent and 42 percent for the number of employees served. We anticipate the need to continue to increase over the next biennium.

W.S. 9-2-2604(c) Section 3 - High-Demand/High-Growth Occupation Grants solicit and fund new and innovative programs to meet the training needs for demand or growth occupations.

High-Demand/High Growth Grants- In FY02, grants to Training Providers for programs to provide training for diverse occupations were obligated in the amount of \$2,340,039.00. A new round of grants for PY04 are being finalized for \$ 762,113.00. Grant capacity was restricted for the PY04 year by the funding shortfall from the interest on the State Unemployment Trust fund income account, Revenue Code(4601).

The Workforce Development Training Fund receives funding from two sources. One source is revenue from the pooled interest account coming from the State Unemployment Trust Fund, Revenue Code (4601). The other source is federal funds, Revenue Code (1001). The general funds go directly to employers to support training services. There are no administrative costs deducted from the general funds.

The Training Fund has become the impetus for providing a better-trained workforce to such an extent that the current funding level is forecast to fall far short of the demand. The Workforce Development Training Fund provides funding that focuses on the needs of the employers and is an important part of the overall workforce development effort.

Administrative services to the public include reviewing applications, making grant and award decisions, and contracting funds to businesses and training entities. WDTF administration also provides data and performance management, quality control, and technical assistance and seeks to build partnerships that accomplish the purposes of the program. Staff providing services for this program are located both in the Cheyenne Administrative office and the Casper Administrative office

Quality Assurance Division

The Quality Assurance Division was established to provide both program and operational performance support. The QA Division will perform program related reviews and monitoring. In addition, the QA staff will provide support and resources to promote continuous improvement for agency operations and activities. A program is underway to introduce the Baldrige Principles of Excellence to all staff of the agency, and provide analysis and training at all levels to increase the value of our programs and services for our customers.

Vocational Rehabilitation Division

The Mission of the Division of Vocational Rehabilitation, through its three major programs and ten subprograms, is to advance opportunities for persons with disabilities in Wyoming to be employed and independent.

The Division of Vocational Rehabilitation, through its various programs and sub-programs, advances opportunities for persons with physical and mental disabilities in Wyoming to be employed and independent. For individuals with the most significant disabilities who are not readily employable, independent living services are provided to prepare them for living independently within their local communities. The division is responsible for three major programs: Vocational Rehabilitation; Social Security Disability Determination Services; Telecommunications Relay Service for the Communications Impaired.

To effectively administer its various programs and sub-programs, DVR incorporates the programs and sub-programs under one expense organization (0201) named DVR Administration. This method allows DVR maximum flexibility to meet federal match and maintenance of effort requirements.

Vocational Rehabilitation Program

Clients Served: Projected number of clients to be served in FY2005-2006: There are over 60,000 Wyoming residents with some type of disability who may receive services either directly or indirectly through DVR's various programs and sub-programs.

Note: The estimated number of Wyoming

residents with disabilities is based on the following sources of information: The U.S. Census Bureau indicates that disabilities affect one-fifth of all persons or in excess of 55 million Americans with 12.3 percent of the total population considered to have a significant disability. The Census 2000 established our State's population at 493,782, which using the national average calculates to be an estimated 60,735 Wyomingites with significant disabilities.

The Vocational Rehabilitation Program includes 68 full-time positions and one part time position. An array of Vocational Rehabilitation services are provided to individuals who have an impairment that constitutes or results in a substantial impediment to employment and for which that individual can benefit in terms of an employment outcome from provision of services. General rehabilitation services are comprehensive and individualized per the 1998 Amendments of the Rehabilitation Act to allow individuals to: live independently; enjoy self determination; make choices; contribute to society; pursue meaningful careers; and participate fully in the economic, social, cultural and education mainstream of America.

The Vocational Rehabilitation Program is DVR's largest program with nearly 79 percent of the program's funding provided by the U.S. Department of Education, Rehabilitation Services Administration. The Vocational Rehabilitation Program consists of ten (10) separate sub-programs as explained below:

General Rehabilitation - Basic Support Sub-Program

This is the largest sub-program under the Vocational Rehabilitation Program. This sub-program is designed to assess, plan, develop, and provide vocational rehabilitation services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities and informed choice, so that such individuals may prepare for and engage in gainful employment. Core services are vocational rehabilitation counseling, guidance, job development, job placement and assistive technology. Other services are tailored to the vocational goal of each client and are identified on an individualized plan for employment (IPE) developed by the client and a qualified DVR counselor. Major services include evaluation, training, physical and mental health services, transportation, and maintenance. General Rehabilitation services are delivered through 15 permanent local offices and multiple itinerant offices. The DVR offices are staffed by 28 counselors and 19 assistants, with five regional managers located in the five service regions of the Department of Workforce Services. In this sub-program, each state dollar is matched with nearly four federal dollars.

The performance goals for FY05-06 include serving 4,250 clients per year, rehabilitating 734 eligible clients per year, and rehabilitating 450 eligible persons with significant disabilities per year. (Note: These 450 persons are included in the 734 eligible clients rehabilitated each year).

General Rehabilitation – Basic Support Sub-Program Accomplishments for FY03:

Number of clients served

4,155

Number of eligible clients rehabilitated

569

Number of eligible persons with significant disabilities who have been rehabilitated

341

Note: The number of eligible persons with significant disabilities who have been rehabilitated are included in the number of eligible clients who have been rehabilitated. Likewise, the number of eligible clients who have been rehabilitated are included in the number of clients served.

Vocational Rehabilitation/Workers' Compensation (VR/WC) Match Sub-Program

Serves clients who meet the eligibility requirements of the Workers' Compensation program as well as DVR's federally funded vocational rehabilitation program. In this sub-program, each dollar provided by the Workers' Compensation fund will be matched with nearly four federal dollars.

Vocational Rehabilitation/Workers' Compensation (VR/WC) State Only Sub-Program

Serves eligible Workers' Compensation recipients who do not meet the eligibility requirements of the federally funded vocational rehabilitation program but who still want to pursue a vocational rehabilitation employment outcome.

Social Security Reimbursement Sub-Program

Provides vocational rehabilitation agencies like DVR with a payment for successful rehabilitations of clients with significant disabilities who were Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) beneficiaries.

Supported Employment Services Sub-Program

Increases community integration, independence and productivity of persons with the most significant disabilities, thereby reducing substantially their dependence on public support.

Independent Living Part B Sub-Program

Provides comprehensive services for independent living designed to meet the current and future needs of individuals whose disabilities are so severe that they do not presently have the potential for employment, but may benefit from vocational rehabilitation services which will enable them to live and function independently.

Independent Living Chapter 2 Sub-Program

Provides services to individuals age 55 or older whose severe visual impairment makes competitive employment extremely difficult to obtain but for whom independent living goals are feasible.

Business Enterprise Sub-Program (BEP)

Promotes small business opportunities and training for people with disabilities to be employed.

Administration Sub-Program

Program provides personnel administration, fiscal services and management support to all operations and sub-programs of DVR.

In-Service Training Sub-Program

Enhances General Rehabilitation staff members' capabilities to serve persons with disabilities.

Social Security Disability Determination Services Program

The clients served under this program are claimants who apply for benefits under the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs.

With a staff of 20 full-time positions, the Social Security Disability Determination Services (DDS) Program makes decisions of disability and blindness on initial, reconsideration and continuing eligibility cases under both the Social Security Disability Insurance (Title II) and Supplemental Security Income (Title XVI) programs of the Social Security Act. Disability decisions comply with federal regulations as mandated by the Social Security Administration. These regulations contain performance standards and other administrative requirements and procedures relating to the Disability Determination function. The DDS function includes obtaining medical, psychological, and vocational evidence from the applicant and from his or her medical treatment sources, and where necessary, arranging for one or more examination(s) of the applicant by specialists.

Performance Goals for FY05-06* include processing approximately 5,872 claims per year **, achieving initial claims accuracy of not less than 95.1 percent per year, and processing initial claims within 85.9 days for Title II and 87.3 days for Title XVI.

DDS Program Accomplishments for FY02*:

Number of claims processed

6,800**

Initial claims accuracy

98.3 percent

Processing times of initial claims (in days)

Title II 65.7

Title XVI 69.9

* Note: Performance goals and program accomplishments for the DDS program are reported for a Federal Fiscal Year period rather than a State Fiscal Year period because the Social Security Administration's computer system provides data only on a Federal Fiscal Year basis.

National averages for FFY02 are as follows:

Initial claims accuracy = 92.8 percent

Title II = 89.0 days

Title XVI = 90.7 days

** Note: Due to a 15 percent-25 percent drop in the number of disability claims submitted to the Social Security Administration in FFY03, the Wyoming DDS anticipates that its number of claims processed will drop from 6,800 in FFY02 to approximately 5,872 in FFY05.

Telecommunications Relay Service for the Communications Impaired Program

Clients served under this program are individuals with communication impairments such as deafness, hard of hearing, and speech impairments.

The federally mandated

Telecommunications Relay Service for the Communications Impaired Program provides a statewide, 24 hours per day, seven days per week telecommunications relay service for persons who are deaf, hard of hearing or speech impaired. It gives communications impaired people access to telephone use through a relay system, using operators at a central location, to relay messages back and forth from a communications impaired person to a non-communications impaired person. Electronic devices are used to transmit typed messages by phone lines. These devices resemble a typewriter, and are typically referred to as a text telephones (TTYs). The relay system portion of this program is operated through a contractual arrangement with Sprint and is certified by the Federal Communications Commission. With a staff of one full-time position and two half time positions, this program also distributes TTYs and other communication equipment free of charge to individuals with disabilities who meet a financial needs test.

TRS Program Accomplishments for FY03:

Number of inbound relay calls transmitted - 43,417

Number of TTYs and other communications devices distributed - 30

The Division of Vocational Rehabilitation is funded by a variety of sources including General Funds, Federal Funds, Agency Funds, Enterprise Funds and Special Revenue Funds. DVR anticipates that all of its current federal funding levels will continue into FY05-06 except for the Supported Employment Sub-Program. National level changes in funding have lead to a potential shortfall for this program. The shortfall is addressed in the DVR 2005-2006 Biennium exception budget.

Strategic plan changes

The Department of Workforce Services was formalized July 1, 2002, with the transfer of staff and programs from the Department of Employment, the Department of Family Services, the Department of Health and the Community College Commission. A strategic plan was not submitted for the agency at that time. A strategic plan has been prepared, effective July 1, 2003, to outline performance requirements for the agency for the current program year and future years.

Department of Workforce Services

